
Appendix D: Troubleshooting

The following is a list of some of the more common problems and solutions relating to Call Accounting. Use these solutions for configurations with or without modems.

Problems**Solutions**

‘Unable to open file’.

Update the statement ‘FILES=40’ in your system’s CONFIG.SYS file and reboot.

‘Disk directory full’.

Use the Purge feature to eliminate old/unwanted records in your databases.

Some call records do not list a location and are not costed.

Define these trunks in the Defined Services editor of the Node Information dialog.

Enable the Approximate Distance Calculation option in the Reporting Options editor.

Modem dials unsuccessfully.

Check the modem’s physical connection.

Verify the telephone number in the Telephone Number field of the Communications Database.

Problems	Solutions
When do I Initialize the Summary File?	Before running the first report of the month. If the report filters for the summary report are different from the detail report. If new call data has been added to the database after the Summary File has been indexed.
Modem dials but the modem on the receiving end is not responding.	Check the remote modem for power supply and cabling. Ensure that its 'Auto Answer' mode is activated.
Inactive extensions and trunks appear on Configuration Diagnostic Report.	They represent trunks and extensions that did not appear on the last Configuration Diagnostic Report.
Trunk Detail Report lists more trunk-to-trunk call records than Extension Detail Report.	The Trunk Detail Report will collect the information that has already been accumulated in the CUMM1.DAT file and split any trunk-to-trunk calls in two, indicating the incoming and outgoing trunk lines.